Enterprise Incident Report January 2013

As of 2/1/2013

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Low	Medium	FCR Total
Administrative Services	Application Services	Danielle Hood	4 0	0 0	4 0
		Dustin Crump	2 0	0 0	2 0
		Martin Gonzalez	2 2	0 0	2 2
		Assigned to Individual Total	8 2	0 0	8 2
	Application Support - DFCM	Gordon Jensen	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Campus Networking	David Sedei	1 0	0 0	1 0
		Robert Ryan	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Capitol Desktop Support	Brian Bintz	1 0	0 0	1 0
		Chad Poll	7 3	0 0	7 3

Administrative Services

			Low	Medium	FCR Total
Administrative Services	Capitol Desktop Support	Joshua Furgason	13 13	0 0	13 13
		Scott Wunderlich	10 2	1 1	11 3
		Tom Hanson	26 25	1 1	27 26
		Troy Barton	2 0	0 0	2 0
		Assigned to Individual Total	59 43	2 2	61 45
	Capitol Hosting	Curtis Parker	0 0	1 0	1 0
		Doug Law	1 0	0 0	1 0
		Joe Benson	1 0	1 0	2 0
		Mike Tyrrell	0 0	1 0	1 0
		Assigned to Individual Total	2 0	3 0	5 0
	Help Desk	Brenda Treadway	4 4	0 0	4 4
		Eileen Dubach	4 4	0 0	4 4
		James Stearns	8 8	0 0	8 8
		Julie VanBeekum	9 9	0 0	9 9

Administrative Services

			Low	Medium	FCR Total
Administrative Services	Help Desk	Vicky Marrelli	4 3	0 0	4 3
		Assigned to Individual Total	29 28	0 0	29 28
	Metro A Desktop Support	Eric A Sedgwick	3 1	0 0	3 1
		Michael Barth	2 0	0 0	2 0
		Assigned to Individual Total	5 1	0 0	5 1
	Metro A Help Desk	Ed Conrad	1 0	0 0	1 0
		Edward Fortner	1 1	0 0	1 1
		Assigned to Individual Total	2 1	0 0	2 1
	Metro B Help Desk	Val Shepherd	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Desktop Support	Benjamin Moore	1 0	0 0	1 0
		Jeff Curtis	3 0	0 0	3 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro C Help Desk	Ross Owen	1 1	0 0	1 1

Administrative Services

			Low	Medium	FCR Total
Administrative Services	Metro C Help Desk	**Assigned to Individual Total**	1 1	0 0	1 1
	Metro D Help Desk	Matthew Earl	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Network Operations	Chris Green	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Operations Production Control	Cal Brinton	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural Central Desktop Support	Paul Petersen	4 3	0 0	4 3
		Assigned to Individual Total	4 3	0 0	4 3
	Rural North Desktop Support	Kim Ratushniak	2 2	0 0	2 2
		Ruston McKay	1 1	0 0	1 1
		Assigned to Individual Total	3 3	0 0	3 3
	Rural South Desktop Support	Dan Anthony	1 1	0 0	1 1
		Julie Christensen	1 1	0 0	1 1

Administrative Services

			Low	Medium	FCR Total
Administrative Services	Rural South Desktop Support	Assigned to Individual Total	2 2	0 0	2 2
	Strategic Communications	Dennis Rogers	3 0	0 0	3 0
		Assigned to Individual Total	3 0	0 0	3 0
	Technical Lead/Project Manager	Martin Gonzalez	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Voice Operations	James Gifford	1 0	0 0	1 0
		Romanza Hamblin Sorensen	5 2	0 0	5 2
		Assigned to Individual Total	6 2	0 0	6 2
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		138 88	5 2	143 90
Customer Company Total			138 88	5 2	143 90

Administrative Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response		
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**Medium**	**MIR Total**
Administrative Services	Application Services	Danielle Hood	4 2	0 0	4 2
		Dustin Crump	2 2	0 0	2 2
		Martin Gonzalez	2 0	0 0	2 0
		Assigned to Individual Total	8 4	0 0	8 4
	Application Support - DFCM	Gordon Jensen	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Campus Networking	David Sedei	1 0	0 0	1 0
		Robert Ryan	1 1	0 0	1 1
		Assigned to Individual Total	2 1	0 0	2 1
	Capitol Desktop Support	Brian Bintz	1 0	0 0	1 0
		Chad Poll	7 2	0 0	7 2

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Administrative Services

			Low	Medium	MIR Total
Administrative Services	Capitol Desktop Support	Joshua Furgason	13 3	0 0	13 3
		Scott Wunderlich	10 3	1 0	11 3
		Tom Hanson	26 2	1 0	27 2
		Troy Barton	2 0	0 0	2 0
		Assigned to Individual Total	59 10	2 0	61 10
	Capitol Hosting	Curtis Parker	0 0	1 0	1 0
		Doug Law	1 1	0 0	1 1
		Joe Benson	1 0	1 0	2 0
		Mike Tyrrell	0 0	1 0	1 0
		Assigned to Individual Total	2 1	3 0	5 1
	Help Desk	Brenda Treadway	4 0	0 0	4 0
		Eileen Dubach	4 1	0 0	4 1
		James Stearns	8 0	0 0	8 0
		Julie VanBeekum	9 0	0 0	9 0

Administrative Services

			Low	Medium	MIR Total
Administrative Services	Help Desk	Vicky Marrelli	4 0	0 0	4 0
		Assigned to Individual Total	29 1	0 0	29 1
	Metro A Desktop Support	Eric A Sedgwick	3 0	0 0	3 0
		Michael Barth	2 0	0 0	2 0
		Assigned to Individual Total	5 0	0 0	5 0
	Metro A Help Desk	Ed Conrad	1 0	0 0	1 0
		Edward Fortner	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro B Help Desk	Val Shepherd	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Desktop Support	Benjamin Moore	1 1	0 0	1 1
		Jeff Curtis	3 3	0 0	3 3
		Assigned to Individual Total	4 4	0 0	4 4
	Metro C Help Desk	Ross Owen	1 0	0 0	1 0

Administrative Services

			Low	Medium	MIR Total
Administrative Services	Metro C Help Desk	**Assigned to Individual Total**	10	0	10
	Metro D Help Desk	Matthew Earl	10	0	10
		Assigned to Individual Total	10	0	10
	Network Operations	Chris Green	20	0	20
		Assigned to Individual Total	20	0	20
	Operations Production Control	Cal Brinton	10	0	10
		Assigned to Individual Total	10	0	10
	Rural Central Desktop Support	Paul Petersen	40	0	40
		Assigned to Individual Total	40	0	40
	Rural North Desktop Support	Kim Ratushniak	20	0	20
		Ruston McKay	10	0	10
		Assigned to Individual Total	30	0	30
	Rural South Desktop Support	Dan Anthony	10	0	10
		Julie Christensen	10	0	10

Administrative Services

			Low	Medium	MIR Total
Administrative Services	Rural South Desktop Support	Assigned to Individual Total	2 0	0 0	2 0
	Strategic Communications	Dennis Rogers	3 0	0 0	3 0
		Assigned to Individual Total	3 0	0 0	3 0
	Technical Lead/Project Manager	Martin Gonzalez	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	James Gifford	1 0	0 0	1 0
		Romanza Hamblin Sorensen	5 0	0 0	5 0
		Assigned to Individual Total	6 0	0 0	6 0
	Voice/Data/WAN Services	Mike Johnson	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Assigned Group Total		138 23	5 0	143 23
Customer Company Total			138 23	5 0	143 23

Administrative Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Administrative Services	Application Services	Danielle Hood	4 11.16	0 0.00	4 11.16
		Dustin Crump	2 21.56	0 0.00	2 21.56
		Martin Gonzalez	2 0.20	0 0.00	2 0.20
		Assigned to Individual Total	8 11.02	0 0.00	8 11.02
	Application Support - DFCM	Gordon Jensen	1 1.25	0 0.00	1 1.25
		Assigned to Individual Total	1 1.25	0 0.00	1 1.25
	Campus Networking	David Sedei	1 0.00	0 0.00	1 0.00
		Robert Ryan	1 2.90	0 0.00	1 2.90
		Assigned to Individual Total	2 1.45	0 0.00	2 1.45
	Capitol Desktop Support	Brian Bintz	1 0.82	0 0.00	1 0.82

Administrative Services

			Low	Medium	ATTIR Total
Administrative Services	Capitol Desktop Support	Chad Poll	7 0.58	0 0.00	7 0.58
		Joshua Furgason	13 0.99	0 0.00	13 0.99
		Scott Wunderlich	10 0.50	1 0.17	11 0.47
		Tom Hanson	26 0.54	1 0.00	27 0.52
		Troy Barton	2 0.12	0 0.00	2 0.12
		Assigned to Individual Total	59 0.63	2 0.08	61 0.61
	Capitol Hosting	Curtis Parker	0 0.00	1 0.41	1 0.41
		Doug Law	1 3.89	0 0.00	1 3.89
		Joe Benson	1 0.21	1 0.00	2 0.11
		Mike Tyrrell	0 0.00	1 0.13	1 0.13
		Assigned to Individual Total	2 2.05	3 0.18	5 0.93
	Help Desk	Brenda Treadway	4 0.00	0 0.00	4 0.00
		Eileen Dubach	4 0.34	0 0.00	4 0.34
		James Stearns	8 0.15	0 0.00	8 0.15

Administrative Services

Administrative Services			Low	Medium	ATTIR Total
Administrative Services	Help Desk	Julie VanBeekum	9 0.09	0 0.00	9 0.09
		Vicky Marrelli	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	29 0.12	0 0.00	29 0.12
	Metro A Desktop Support	Eric A Sedgwick	3 0.23	0 0.00	3 0.23
		Michael Barth	2 0.25	0 0.00	2 0.25
		Assigned to Individual Total	5 0.24	0 0.00	5 0.24
	Metro A Help Desk	Ed Conrad	1 0.07	0 0.00	1 0.07
		Edward Fortner	1 0.42	0 0.00	1 0.42
		Assigned to Individual Total	2 0.24	0 0.00	2 0.24
	Metro B Help Desk	Val Shepherd	1 0.43	0 0.00	1 0.43
		Assigned to Individual Total	1 0.43	0 0.00	1 0.43
	Metro C Desktop Support	Benjamin Moore	1 2.16	0 0.00	1 2.16
		Jeff Curtis	3 1.73	0 0.00	3 1.73
		Assigned to Individual Total	4 1.83	0 0.00	4 1.83

Administrative Services

			Low	Medium	ATTIR Total
Administrative Services	Metro C Help Desk	Ross Owen	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro D Help Desk	Matthew Earl	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Network Operations	Chris Green	2 0.10	0 0.00	2 0.10
		Assigned to Individual Total	2 0.10	0 0.00	2 0.10
	Operations Production Control	Cal Brinton	1 0.17	0 0.00	1 0.17
		Assigned to Individual Total	1 0.17	0 0.00	1 0.17
	Rural Central Desktop Support	Paul Petersen	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	4 0.00	0 0.00	4 0.00
	Rural North Desktop Support	Kim Ratushniak	2 0.00	0 0.00	2 0.00
		Ruston McKay	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	3 0.00	0 0.00	3 0.00
	Rural South Desktop Support	Dan Anthony	1 0.00	0 0.00	1 0.00

Administrative Services

			Low	Medium	ATTIR Total
Administrative Services	Rural South Desktop Support	Julie Christensen	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	2 0.00	0 0.00	2 0.00
	Strategic Communications	Dennis Rogers	3 0.37	0 0.00	3 0.37
		Assigned to Individual Total	3 0.37	0 0.00	3 0.37
	Technical Lead/Project Manager	Martin Gonzalez	1 0.42	0 0.00	1 0.42
		Assigned to Individual Total	1 0.42	0 0.00	1 0.42
	Voice Operations	James Gifford	1 0.08	0 0.00	1 0.08
		Romanza Hamblin Sorensen	5 0.24	0 0.00	5 0.24
		Assigned to Individual Total	6 0.22	0 0.00	6 0.22
	Voice/Data/WAN Services	Mike Johnson	1 3.16	0 0.00	1 3.16
		Assigned to Individual Total	1 3.16	0 0.00	1 3.16
	Assigned Group Total		138 1.11	5 0.14	143 1.07
Customer Company Total			138 1.11	5 0.14	143 1.07

Administrative Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Administrative Services	Application Services	Danielle Hood	4 2	0 0	4 2
		Dustin Crump	2 1	0 0	2 1
		Martin Gonzalez	2 2	0 0	2 2
		Assigned to Individual Total	8 5	0 0	8 5
	Application Support - DFCM	Gordon Jensen	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Campus Networking	David Sedei	1 0	0 0	1 0
		Robert Ryan	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Capitol Desktop Support	Brian Bintz	1 0	0 0	1 0
		Chad Poll	7 0	0 0	7 0

Administrative Services

			Low	Medium	MR Total
Administrative Services	Capitol Desktop Support	Joshua Furgason	13 1	0 0	13 1
		Scott Wunderlich	10 1	1 0	11 1
		Tom Hanson	26 1	1 0	27 1
		Troy Barton	2 0	0 0	2 0
		Assigned to Individual Total	59 3	2 0	61 3
	Capitol Hosting	Curtis Parker	0 0	1 0	1 0
		Doug Law	1 1	0 0	1 1
		Joe Benson	1 0	1 0	2 0
		Mike Tyrrell	0 0	1 0	1 0
		Assigned to Individual Total	2 1	3 0	5 1
	Help Desk	Brenda Treadway	4 0	0 0	4 0
		Eileen Dubach	4 0	0 0	4 0
		James Stearns	8 1	0 0	8 1
		Julie VanBeekum	9 0	0 0	9 0

Administrative Services

			Low	Medium	MR Total
Administrative Services	Help Desk	Vicky Marrelli	4 0	0 0	4 0
		Assigned to Individual Total	29 1	0 0	29 1
	Metro A Desktop Support	Eric A Sedgwick	3 0	0 0	3 0
		Michael Barth	2 0	0 0	2 0
		Assigned to Individual Total	5 0	0 0	5 0
	Metro A Help Desk	Ed Conrad	1 0	0 0	1 0
		Edward Fortner	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro B Help Desk	Val Shepherd	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Desktop Support	Benjamin Moore	1 0	0 0	1 0
		Jeff Curtis	3 0	0 0	3 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro C Help Desk	Ross Owen	1 0	0 0	1 0

Administrative Services

			Low	Medium	MR Total
Administrative Services	Metro C Help Desk	Assigned to Individual Total	10	0	10
	Metro D Help Desk	Matthew Earl	10	0	10
		Assigned to Individual Total	10	0	10
	Network Operations	Chris Green	20	0	20
		Assigned to Individual Total	20	0	20
	Operations Production Control	Cal Brinton	10	0	10
		Assigned to Individual Total	10	0	10
	Rural Central Desktop Support	Paul Petersen	40	0	40
		Assigned to Individual Total	40	0	40
	Rural North Desktop Support	Kim Ratushniak	20	0	20
		Ruston McKay	10	0	10
		Assigned to Individual Total	30	0	30
	Rural South Desktop Support	Dan Anthony	10	0	10
		Julie Christensen	10	0	10

Administrative Services

			Low	Medium	MR Total
Administrative Services	Rural South Desktop Support	Assigned to Individual Total	2 0	0 0	2 0
	Strategic Communications	Dennis Rogers	3 0	0 0	3 0
		Assigned to Individual Total	3 0	0 0	3 0
	Technical Lead/Project Manager	Martin Gonzalez	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	James Gifford	1 0	0 0	1 0
		Romanza Hamblin Sorensen	5 0	0 0	5 0
		Assigned to Individual Total	6 0	0 0	6 0
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		138 10	5 0	143 10
Customer Company Total			138 10	5 0	143 10

Administrative Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Administrative Services	Application Services	Danielle Hood	4 13.29	0 0.00	4 13.29
		Dustin Crump	2 21.56	0 0.00	2 21.56
		Martin Gonzalez	2 40.35	0 0.00	2 40.35
		Assigned to Individual Total	8 22.12	0 0.00	8 22.12
	Application Support - DFCM	Gordon Jensen	1 5.49	0 0.00	1 5.49
		Assigned to Individual Total	1 5.49	0 0.00	1 5.49
	Campus Networking	David Sedei	1	0 0.00	1
		Robert Ryan	1 3.04	0 0.00	1 3.04
		Assigned to Individual Total	2 3.04	0 0.00	2 3.04
	Capitol Desktop Support	Brian Bintz	1 0.86	0 0.00	1 0.86

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			Low	Medium	ATTR Total
Administrative Services	Capitol Desktop Support	Chad Poll	7 1.42	0 0.00	7 1.42
		Joshua Furgason	13 1.71	0 0.00	13 1.71
		Scott Wunderlich	10 3.82	1 0.17	11 3.49
		Tom Hanson	26 2.19	1 0.64	27 2.13
		Troy Barton	2 4.02	0 0.00	2 4.02
		Assigned to Individual Total	59 2.31	2 0.41	61 2.25
	Capitol Hosting	Curtis Parker	0 0.00	1 0.98	1 0.98
		Doug Law	1 121.28	0 0.00	1 121.28
		Joe Benson	1 0.28	1 0.00	2 0.14
		Mike Tyrrell	0 0.00	1 0.65	1 0.65
		Assigned to Individual Total	2 60.78	3 0.54	5 24.64
	Help Desk	Brenda Treadway	4 0.00	0 0.00	4 0.00
		Eileen Dubach	4 0.36	0 0.00	4 0.36
		James Stearns	8 3.47	0 0.00	8 3.47

Administrative Services

			Low	Medium	ATTR Total
Administrative Services	Help Desk	Julie VanBeekum	9 0.21	0 0.00	9 0.21
		Vicky Marrelli	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	29 1.07	0 0.00	29 1.07
	Metro A Desktop Support	Eric A Sedgwick	3 0.25	0 0.00	3 0.25
		Michael Barth	2 0.44	0 0.00	2 0.44
		Assigned to Individual Total	5 0.32	0 0.00	5 0.32
	Metro A Help Desk	Ed Conrad	1 0.27	0 0.00	1 0.27
		Edward Fortner	1 0.42	0 0.00	1 0.42
		Assigned to Individual Total	2 0.34	0 0.00	2 0.34
	Metro B Help Desk	Val Shepherd	1 1.07	0 0.00	1 1.07
		Assigned to Individual Total	1 1.07	0 0.00	1 1.07
	Metro C Desktop Support	Benjamin Moore	1 2.55	0 0.00	1 2.55
		Jeff Curtis	3 1.73	0 0.00	3 1.73
		Assigned to Individual Total	4 1.93	0 0.00	4 1.93

Administrative Services

			Low	Medium	ATTR Total
Administrative Services	Metro C Help Desk	Ross Owen	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro D Help Desk	Matthew Earl	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Network Operations	Chris Green	2 4.39	0 0.00	2 4.39
		Assigned to Individual Total	2 4.39	0 0.00	2 4.39
	Operations Production Control	Cal Brinton	1 0.25	0 0.00	1 0.25
		Assigned to Individual Total	1 0.25	0 0.00	1 0.25
	Rural Central Desktop Support	Paul Petersen	4 3.83	0 0.00	4 3.83
		Assigned to Individual Total	4 3.83	0 0.00	4 3.83
	Rural North Desktop Support	Kim Ratushniak	2 0.00	0 0.00	2 0.00
		Ruston McKay	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	3 0.00	0 0.00	3 0.00
	Rural South Desktop Support	Dan Anthony	1 0.00	0 0.00	1 0.00

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			Low	Medium	ATTR Total
Administrative Services	Rural South Desktop Support	Julie Christensen	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	2 0.00	0 0.00	2 0.00
	Strategic Communications	Dennis Rogers	3 3.04	0 0.00	3 3.04
		Assigned to Individual Total	3 3.04	0 0.00	3 3.04
	Technical Lead/Project Manager	Martin Gonzalez	1 0.46	0 0.00	1 0.46
		Assigned to Individual Total	1 0.46	0 0.00	1 0.46
	Voice Operations	James Gifford	1 0.20	0 0.00	1 0.20
		Romanza Hamblin Sorensen	5 0.47	0 0.00	5 0.47
		Assigned to Individual Total	6 0.42	0 0.00	6 0.42
	Voice/Data/WAN Services	Mike Johnson	1 3.16	0 0.00	1 3.16
		Assigned to Individual Total	1 3.16	0 0.00	1 3.16
	Assigned Group Total		138 3.83	5 0.49	143 3.71
Customer Company Total			138 3.83	5 0.49	143 3.71

Administrative Services

Detail

INC000000608935	Mary Ann Morehouse	Application	None	Gmail			TIR Missed:	No	0.42
	Technical Lead/Project Manager	Martin Gonzalez	Administrative Services	Low		Closed	TTR Missed:	No	0.46
INC000000610827	Mark Dalton	Application	None	Gmail			TIR Missed:	No	0.03
	Application Services	Martin Gonzalez	Administrative Services	Low		Resolved	TTR Missed:	Yes	7.06
INC000000615743	Gary Robertson	Application	None	Gmail			TIR Missed:	No	0.29
	Help Desk	James Stearns	Administrative Services	Low		Closed	TTR Missed:	Yes	26.87
INC000000620451	Doug Hunter	Application	Reporting	Gmail			TIR Missed:	Yes	42.43
	Application Services	Danielle Hood	Administrative Services	Low		Closed	TTR Missed:	Yes	42.43
INC000000621662	Rick Nauta	Mobile Devices	Error	Novell GroupWise PDA Connec			TIR Missed:	Yes	40.30
	Application Services	Dustin Crump	Administrative Services	Low		Closed	TTR Missed:	Yes	40.30
INC000000624973	Ken Hansen	Application	Error	None			TIR Missed:	Yes	3.89
	Capitol Hosting	Doug Law	Administrative Services	Low		Closed	TTR Missed:	Yes	121.28
INC000000625519	Grant Beckler	None	None	None			TIR Missed:	Yes	2.90
	Campus Networking	Robert Ryan	Administrative Services	Low		Closed	TTR Missed:	No	3.04
INC000000626452	Matthew Boyer	PC/Laptop	Hardware	None			TIR Missed:	No	0.80
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low		Closed	TTR Missed:	No	5.57
INC000000630791	Steve Canning	Telecom	None	Telephone			TIR Missed:	No	0.48
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low		Closed	TTR Missed:	No	1.43
INC000000631044	Marilee Richins	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low		Closed	TTR Missed:	No	0.00
INC000000631048	Bruce garner	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low		Closed	TTR Missed:	No	0.00
INC000000631144	Bruce garner	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low		Closed	TTR Missed:	No	0.00
INC000000631285	Bret Burgon	Application	Error	None			TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low		Closed	TTR Missed:	No	0.00
INC000000631378	Daniel Berry	Application	None	Utah Master Directory			TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low		Closed	TTR Missed:	No	0.00
INC000000631460	Jerry Gearheart	Application	None	Cisco AnyConnect VPN Client			TIR Missed:	No	0.19
	Help Desk	Julie VanBeekum	Administrative Services	Low		Closed	TTR Missed:	No	0.19
INC000000631771	Dorothy Taylor	Application	Error	Gmail			TIR Missed:	No	0.37
	Application Services	Martin Gonzalez	Administrative Services	Low		Resolved	TTR Missed:	Yes	73.63

Administrative Services

INC000000631967	Sheila Bird	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed		TTR Missed: No	1.06
INC000000631977	Gary Robertson	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.41
Capitol Hosting	Curtis Parker	Administrative Services	Medium	Closed		TTR Missed: No	0.98
INC000000632054	Rich Amon	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000632055	Paul Ferguson	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No	0.37
INC000000632056	Michelle Austin	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No	0.37
INC000000632057	Gala Dumas	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No	0.37
INC000000632089	Doug Stout	Application	None	Gmail		TIR Missed: No	0.44
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed		TTR Missed: No	0.55
INC000000632305	Colin Winchester	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000632307	Colin Winchester	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000632328	Gary Morris	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No	0.73
INC000000632565	Marilee Richins	Application	Error	Gmail		TIR Missed: Yes	1.01
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed		TTR Missed: No	1.01
INC000000632633	Andy Wright	None	None	Gmail		TIR Missed: No	0.61
Application Services	Danielle Hood	Administrative Services	Low	Closed		TTR Missed: No	0.79
INC000000632647	Paul Ferguson	Network	None	None		TIR Missed: No	0.06
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No	0.33
INC000000632672	Robert D Johnson	PC/Laptop	Error	None		TIR Missed: No	0.06
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No	5.25
INC000000632773	Mike Higley	Application	None	None		TIR Missed: No	0.51
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No	2.62
INC000000632928	James Golden	Network	Password	Novell Client for 32-bit Windows		TIR Missed: Yes	1.25
Help Desk	Eileen Dubach	Administrative Services	Low	Closed		TTR Missed: No	1.25
INC000000633214	Sue Hoskins	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.06
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	1.06

Administrative Services

INC000000633320	Tony Dayish	Network	Password	None		TIR Missed: No	0.00
Rural South Desktop Support	Julie Christensen	Administrative Services		Low	Closed	TTR Missed: No	0.00
INC000000633355	Marilee Richins	PC/Laptop	Performance	None		TIR Missed: Yes	1.75
Capitol Desktop Support	Chad Poll	Administrative Services		Low	Closed	TTR Missed: No	2.25
INC000000633360	Bruce Whittington	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.29
Capitol Desktop Support	Scott Wunderlich	Administrative Services		Low	Closed	TTR Missed: No	0.72
INC000000633424	Paul Ferguson	Network	Error	None		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Administrative Services		Low	Closed	TTR Missed: No	0.00
INC000000633478	Rebekkah Shaw	PC/Laptop	Error	None		TIR Missed: No	0.13
Metro A Desktop Support	Eric A Sedgwick	Administrative Services		Low	Closed	TTR Missed: No	0.18
INC000000633708	Gina Strack	Application	Error	Dreamweaver		TIR Missed: No	0.56
Metro A Desktop Support	Eric A Sedgwick	Administrative Services		Low	Closed	TTR Missed: No	0.56
INC000000633823	Jan Rogerson	Application	Error	Gmail		TIR Missed: No	0.11
Capitol Desktop Support	Joshua Furgason	Administrative Services		Low	Closed	TTR Missed: No	3.16
INC000000633893	Wendy Keyser	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.17
Help Desk	Julie VanBeekum	Administrative Services		Low	Closed	TTR Missed: No	1.12
INC000000634089	Kathleen Clements	Application	Error	ProjectWise		TIR Missed: Yes	2.26
Capitol Desktop Support	Joshua Furgason	Administrative Services		Low	Closed	TTR Missed: No	2.43
INC000000634118	Dorothy Phillips	Network	Incident	None		TIR Missed: No	0.43
Metro B Help Desk	Val Shepherd	Administrative Services		Low	Closed	TTR Missed: No	1.07
INC000000634125	Dorothy Phillips	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
Voice Operations	Romanza Hamblin Sorensen	Administrative Services		Low	Closed	TTR Missed: No	0.26
INC000000634128	Ken Hansen	Network	Performance	None		TIR Missed: No	0.18
Capitol Desktop Support	Tom Hanson	Administrative Services		Low	Closed	TTR Missed: No	3.08
INC000000634288	Loretta (Lori) Potter	PC/Laptop	Performance	None		TIR Missed: Yes	2.16
Metro C Desktop Support	Benjamin Moore	Administrative Services		Low	Closed	TTR Missed: No	2.55
INC000000634452	John Reidhead	Application	None	Gmail		TIR Missed: No	0.14
Capitol Desktop Support	Tom Hanson	Administrative Services		Low	Closed	TTR Missed: No	2.65
INC000000634603	Lynn Webb	Network	None	Novell eDirectory		TIR Missed: No	0.07
Capitol Desktop Support	Tom Hanson	Administrative Services		Low	Closed	TTR Missed: No	0.46
INC000000634659	Craig Wessman	Application	None	PGP		TIR Missed: No	0.05
Capitol Desktop Support	Scott Wunderlich	Administrative Services		Low	Closed	TTR Missed: No	0.05
INC000000634923	Anne McNally	Application	None	Internet Explorer		TIR Missed: No	0.70
Capitol Desktop Support	Joshua Furgason	Administrative Services		Low	Closed	TTR Missed: No	2.15

Administrative Services

INC000000634972	Gail Youngblood	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000635026	Mary Ann Morehouse	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.06
	Strategic Communications	Dennis Rogers	Administrative Services	Low	Closed	TTR Missed: No	3.52
INC000000635123	Mike Broschinsky	Application	None	Gmail		TIR Missed: No	0.12
	Help Desk	Eileen Dubach	Administrative Services	Low	Closed	TTR Missed: No	0.21
INC000000635329	Rebekkah Shaw	Application	None	None		TIR Missed: No	0.42
	Metro A Help Desk	Edward Fortner	Administrative Services	Low	Closed	TTR Missed: No	0.42
INC000000635343	Priscilla Anderson	Network	Performance	Active Directory		TIR Missed: Yes	1.38
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	4.13
INC000000635446	Barbara Sutherland	Application	None	Novell Messenger		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000635527	Stephen Hewlett	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.82
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	4.06
INC000000635809	Dan Martinez	None	None	None		TIR Missed: No	0.00
	Campus Networking	David Sedei	Administrative Services	Low	Closed	TTR Missed: No	
INC000000635921	Cee Cee Niederhauser	Application	Error	Gmail		TIR Missed: Yes	1.61
	Application Services	Danielle Hood	Administrative Services	Low	Closed	TTR Missed: Yes	6.28
INC000000636059	Dorothy Phillips	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000636138	Heidi Stringham	Application	Password	Public Meeting / Notice Web Site	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000636259	Tracie Brush	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	2.37
INC000000636276	Emily Barnes	Telecom	None	None		TIR Missed: No	0.08
	Voice Operations	James Gifford	Administrative Services	Low	Closed	TTR Missed: No	0.20
INC000000636305	Amanda Hensley	Application	Error	Gmail		TIR Missed: Yes	1.53
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.69
INC000000636511	Kathleen Clements	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000636534	Evan Taylor	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.29
INC000000636640	Paul Bowers	Network	Error	None		TIR Missed: No	0.05
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.21

Administrative Services

INC000000636791	Barbara Sutherland	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.69
INC000000636846	Cynthia S Bowers	Mainframe	Error	None		TIR Missed: No	0.17
	Operations Production Control	Cal Brinton	Administrative Services	Low	Closed	TTR Missed: No	0.25
INC000000636983	Terri White	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000637059	Anne McNally	EIS Hardware	Printer	None		TIR Missed: No	0.90
	Strategic Communications	Dennis Rogers	Administrative Services	Low	Closed	TTR Missed: No	0.90
INC000000637181	Sue Hoskins	None	None	None		TIR Missed: Yes	1.83
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	2.24
INC000000637497	Roland Rasmussen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	3.69
INC000000637616	Elizabeth Perkes	Telecom	Call/Receive	None		TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Closed	TTR Missed: No	0.19
INC000000637787	Sue Hoskins	PC/Laptop	None	None		TIR Missed: No	0.86
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	1.78
INC000000637832	Nicole Davis	Application	Password	Utah Master Directory		TIR Missed: No	0.37
	Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed: No	0.37
INC000000637875	Lucas V Davis	Telecom	Dial Tone	Telephone		TIR Missed: Yes	3.16
	Voice/Data/WAN Services	Mike Johnson	Administrative Services	Low	Resolved	TTR Missed: No	3.16
INC000000637876	Madison Howard	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000638013	Debbie Bowen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000638018	Bruce Spiegel	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000638186	Julie Thompson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.75
INC000000638200	Dwight Palmer	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	4.10
INC000000638201	Richard Jenkins	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	4.10
INC000000638202	Michael C Jones	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	4.30

Administrative Services

INC000000638278	Dan Martinez	Network	Incident	None		TIR Missed:	Yes	2.06
Metro C Desktop Support	Jeff Curtis	Administrative Services	Low	Closed	TTR Missed:	No	2.06

INC000000638281	Loretta (Lori) Potter	PC/Laptop	Error	None		TIR Missed:	Yes	2.00
Metro C Desktop Support	Jeff Curtis	Administrative Services	Low	Closed	TTR Missed:	No	2.00

INC000000638435	Cee Cee Niederhauser	Projector/Overhead	None	None		TIR Missed:	No	0.17
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Medium	Closed	TTR Missed:	No	0.17

INC000000638471	Michael C Jones	None	None	None		TIR Missed:	Yes	1.25
Application Support - DFCM	Gordon Jensen	Administrative Services	Low	Closed	TTR Missed:	No	5.49

INC000000638709	Kathleen Clements	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.18
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed:	No	1.54

INC000000638721	Alan Bachman	Application	Password	ZENworks for Desktops		TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed:	No	0.00

INC000000638741	Jeff Mottishaw	Application	None	None		TIR Missed:	No	0.09
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed:	No	1.37

INC000000638906	Gary Morris	Application	Password	Gmail		TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed:	No	0.00

INC000000639146	John Reidhead	None	None	None		TIR Missed:	No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed:	No	0.00

INC000000639440	Anne McNally	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Medium	Resolved	TTR Missed:	No	0.64

INC000000639461	Sophia Manousakis	PC/Laptop	Performance	None		TIR Missed:	No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed:	No	0.63

INC000000639632	Paul Ferguson	Application	Password	Gmail		TIR Missed:	No	0.05
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed:	No	0.05

INC000000639644	Cynthia S Bowers	Application	Error	Gmail		TIR Missed:	No	0.00
Metro D Help Desk	Matthew Earl	Administrative Services	Low	Resolved	TTR Missed:	No	0.00

INC000000639673	Larry Simpson	None	None	None		TIR Missed:	No	0.10
Network Operations	Chris Green	Administrative Services	Low	Resolved	TTR Missed:	No	5.48

INC000000639776	Larry Simpson	None	None	None		TIR Missed:	No	0.21
Capitol Hosting	Joe Benson	Administrative Services	Low	Resolved	TTR Missed:	No	0.28

INC000000639788	Sue Hoskins	Network	Error	None		TIR Missed:	Yes	1.35
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed:	Yes	30.21

INC000000639852	Jeff Rose	Application	Error	Internet Explorer		TIR Missed:	No	0.11
Network Operations	Chris Green	Administrative Services	Low	Resolved	TTR Missed:	No	3.29

Administrative Services

Incident	Requester	Category	Type	Service		TIR Missed		Time
INC000000639968	Rebekkah Shaw	Application	Error	None		TIR Missed: No		0.41
Metro A Desktop Support	Michael Barth	Administrative Services		Low	Resolved	TTR Missed: No		0.79
INC000000639985	Brian Spencer	None	None	None		TIR Missed: No		0.00
Capitol Desktop Support	Chad Poll	Administrative Services		Low	Resolved	TTR Missed: No		0.00
INC000000640124	Jeff Mottishaw	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: No		0.00
Help Desk	James Stearns	Administrative Services		Low	Resolved	TTR Missed: No		0.00
INC000000640160	Brenda Lee	Application	Error	Gmail		TIR Missed: No		0.00
Capitol Desktop Support	Tom Hanson	Administrative Services		Low	Resolved	TTR Missed: No		2.12
INC000000640485	Grant Beckler	Application	None	Postini		TIR Missed: Yes		2.82
Application Services	Dustin Crump	Administrative Services		Low	Resolved	TTR Missed: No		2.82
INC000000640489	Alan Bachman	Application	Password	Utah Master Directory		TIR Missed: No		0.11
Help Desk	James Stearns	Administrative Services		Low	Resolved	TTR Missed: No		0.11
INC000000640524	Wayne Christensen	Application	Password	Utah Master Directory		TIR Missed: No		0.14
Help Desk	James Stearns	Administrative Services		Low	Resolved	TTR Missed: No		0.14
INC000000640525	Wayne Christensen	Application	Password	Utah Master Directory		TIR Missed: No		0.15
Help Desk	James Stearns	Administrative Services		Low	Resolved	TTR Missed: No		0.15
INC000000640526	Wayne Christensen	Application	Password	Utah Master Directory		TIR Missed: No		0.14
Help Desk	James Stearns	Administrative Services		Low	Resolved	TTR Missed: No		0.14
INC000000640605	Heidi Stringham	Network	Performance	None		TIR Missed: No		0.09
Metro A Desktop Support	Michael Barth	Administrative Services		Low	Resolved	TTR Missed: No		0.09
INC000000641147	Karen Kraus	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
Help Desk	Brenda Treadway	Administrative Services		Low	Resolved	TTR Missed: No		0.00
INC000000641281	Eric Gardner	None	None	None		TIR Missed: No		0.00
Capitol Desktop Support	Tom Hanson	Administrative Services		Low	Resolved	TTR Missed: No		0.66
INC000000641286	Kathryn Shelton	None	None	None		TIR Missed: No		0.00
Capitol Desktop Support	Tom Hanson	Administrative Services		Low	Resolved	TTR Missed: No		0.60
INC000000641309	Lisa Aa	Network	Error	None		TIR Missed: No		0.05
Capitol Desktop Support	Tom Hanson	Administrative Services		Low	Resolved	TTR Missed: No		0.11
INC000000641369	Mark Knowlden	Application	None	None		TIR Missed: Yes		10.38
Capitol Desktop Support	Tom Hanson	Administrative Services		Low	Resolved	TTR Missed: Yes		16.85
INC000000641522	Alvin Crown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
Help Desk	James Stearns	Administrative Services		Low	Resolved	TTR Missed: No		0.00
INC000000641899	Craig Wessman	Application	Error	Gmail		TIR Missed: No		0.22
Capitol Desktop Support	Scott Wunderlich	Administrative Services		Low	Resolved	TTR Missed: No		0.65

Administrative Services

INC000000641935	Marsha Brant	Telecom	None	None		TIR Missed: No	0.24
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Resolved	TTR Missed: No	0.24
INC000000641946	Maren Jeppsen	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000642159	Carma Hicks	Application	None	None		TIR Missed: No	0.00
	Capitol Hosting	Joe Benson	Administrative Services	Medium	Resolved	TTR Missed: No	0.00
INC000000642230	Brian Carpenter	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000642247	Amanda Ronan	PC/Laptop	Error	None		TIR Missed: Yes	1.12
	Metro C Desktop Support	Jeff Curtis	Administrative Services	Low	Resolved	TTR Missed: No	1.12
INC000000642323	Joey Palmiotti	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.76
INC000000642710	Ken Hansen	Application	Error	None		TIR Missed: No	0.13
	Capitol Hosting	Mike Tyrrell	Administrative Services	Medium	Resolved	TTR Missed: No	0.65
INC000000642990	Marlys Haugo	Application	Reporting	None		TIR Missed: No	0.52
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	2.59
INC000000643008	Lynn Webb	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: No	0.11
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	1.12
INC000000643067	Rosemary Cundiff	Network	Error	Active Directory		TIR Missed: No	0.07
	Metro A Help Desk	Ed Conrad	Administrative Services	Low	Resolved	TTR Missed: No	0.27
INC000000643087	Wendy Keyser	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000643107	Emily Barnes	Application	None	Internet Explorer		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000643250	Brian Spencer	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	7.50
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: Yes	7.50
INC000000643346	Mary Ann Morehouse	EIS Hardware	Printer	None		TIR Missed: No	0.16
	Strategic Communications	Dennis Rogers	Administrative Services	Low	Resolved	TTR Missed: No	4.70
INC000000643509	Garret Johnston	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000643523	Jeff Mottishaw	Network	None	None		TIR Missed: No	0.82
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Resolved	TTR Missed: No	0.86
INC000000643716	Cynthia S Bowers	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved	TTR Missed: No	0.00

Administrative Services

INC000000643836	Kelly Pingree	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Resolved	TTR Missed: No	2.84
INC000000643876	John Koerner	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000644067	Tani Downing	Application	None	Gmail		TIR Missed: No	0.00
	Application Services	Danielle Hood	Administrative Services	Low	Resolved	TTR Missed: No	3.65
INC000000644084	Jeff Mottishaw	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000644197	Susan Mumford	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000644245	Steve Canning	Telecom	Dial Tone	None		TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Resolved	TTR Missed: No	0.22
INC000000644469	Kurt Baxter	PC/Laptop	Error	None		TIR Missed: No	0.15
	Capitol Desktop Support	Troy Barton	Administrative Services	Low	Resolved	TTR Missed: No	5.50
INC000000644864	Kurt Baxter	Application	None	None		TIR Missed: No	0.09
	Capitol Desktop Support	Troy Barton	Administrative Services	Low	Closed	TTR Missed: No	2.54